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What Are the Guidelines for Mobility Direct?

- As a routine, your trips must be to and from the same location at the same time whenever you travel.
- Changes to trip origin or destination are not permitted.
- Participants must be ready at least five (5) minutes before the scheduled pick-up time.
- Exact cash fare of $1.75 is required for each trip.
- Cancellation of your trip is permitted up to one hour before the scheduled pick-up time.
- Travel must be less than 10 miles each way.
- If you are a no show, your service will be placed on hold until you call the CTA to request reinstatement.

CTA Paratransit Operations
567 W. Lake St.
Chicago, Illinois 60661-1498

Voice: (312) 681-3098
TTY: (312) 681-3099

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04CA 0036

CHICAGO TRANSIT AUTHORITY

Mobility Direct

Your Nonstop Way To Travel

January 2005

A Voucherless Paratransit Service

www.transitchicago.com

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What is Mobility Direct?

Mobility Direct is a new voucherless taxi-based service that eliminates the need to schedule each trip in advance. Mobility Direct service is provided by participating City of Chicago taxicab companies, in cooperation with the CTA.

Mobility Direct can be used to go to school, work, medical appointments or for any trip purpose. You may continue to use CTA's Special Services or CTA buses and trains.

Who Is Eligible To Participate In Mobility Direct?

You may be eligible to participate if you are certified by the RTA and take regular trips.

You may also be eligible if:

- Your trip originates in the city of Chicago.
- You travel less than 10 miles each way.
- You require minimal driver assistance.

How Does Mobility Direct Work?

Your trip is automatically scheduled by the CTA, eliminating the need to call in advance.

When your trip begins, all you need to do is present your valid RTA Paratransit photo I.D. to the taxi driver for identification purposes. Pay the driver $1.75 in cash. **No additional payment to the taxi driver is required for this service.**

Then just sit back, relax and enjoy your **nonstop** trip to and from your destination.

This same process will apply for your return trip. You must designate your return trips as pre-scheduled or will call.

How Does Mobility Direct Benefit Me?

- Mobility Direct service eliminates the need to schedule a trip in advance.
- You retain your Special Services eligibility. You may continue to use Special Services, Taxi Access Program (TAP) or CTA buses and trains for your travel needs.
- You receive direct, **nonstop** service from origin to destination.
- Your travel time is reduced.
- You pay only $1.75 per trip.
- Your companion or Personal Care Attendant (PCA) can ride with you for free.
- There is no penalty for canceling your trip as long as you cancel one (1) hour before your scheduled pick-up time.

How Do I Get Involved In Mobility Direct?

To register, contact CTA's Paratransit Operations Department at:
Voice: (312) 681-3098
TTY: (312) 681-3099